



Water Quality 2011

JUNE 2012

CONSUMER CONFIDENCE REPORT

Your Water Quality

The City of Mountain View is committed to providing its customers with a safe and reliable supply of high-quality drinking water that meets Federal and State standards. Mountain View tests more than 2,000 water samples each year to continuously monitor the quality of the City's water. The results of the 2011 sampling program show that Mountain View water meets all regulatory standards.

Each year the City provides a summary of the water quality sampling results and other information about Mountain View's water system through a Consumer Confidence Report. This 2011 Consumer Confidence Report was prepared in accordance with the Federal Safe Drinking Water Act and California Department of Public Health (CDPH) requirements.

Ensuring a Reliable Supply

The City of Mountain View works to ensure a dependable water supply for its customers in several ways. The City maintains a diverse supply portfolio, which includes water from the San Francisco Public Utilities Commission (SFPUC), Santa Clara Valley Water District (SCVWD) and local groundwater. Mountain View regularly monitors water quality, repairs and upgrades the City's water delivery system, promotes water conservation, and prepares for emergencies. Last year, the City reviewed long-term water needs and available water sources, and concluded the City's supplies are adequate to meet the City's needs through 2035.

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This report contains important information about your community's water quality.

If necessary, please have the report translated or speak with a friend who understands it well.

Este reporte contiene información importante sobre la calidad del agua en su comunidad. Si necesita entender su contenido en español, pida a un familiar o amigo que se la explique.

Это сообщение содержит важную информацию о качестве воды в нашем регионе. Если вам нужна помощь в переводе, поговорите с человеком, хорошо понимающим английский язык.

这份报告含有关于您社区饮用水质量的重要资讯。如果需要, 请找可以为您翻译的人翻译或解释清楚

Drinking Water Sources

The City of Mountain View distributes more than 3.5 billion gallons of water to its customers each year and obtains water from several sources to allow for operational flexibility during system maintenance, drought and disasters. The City's drinking water sources are described below. The map on the right shows the three pressure zones where source waters are distributed within Mountain View.

San Francisco Public Utilities Commission (SFPUC)

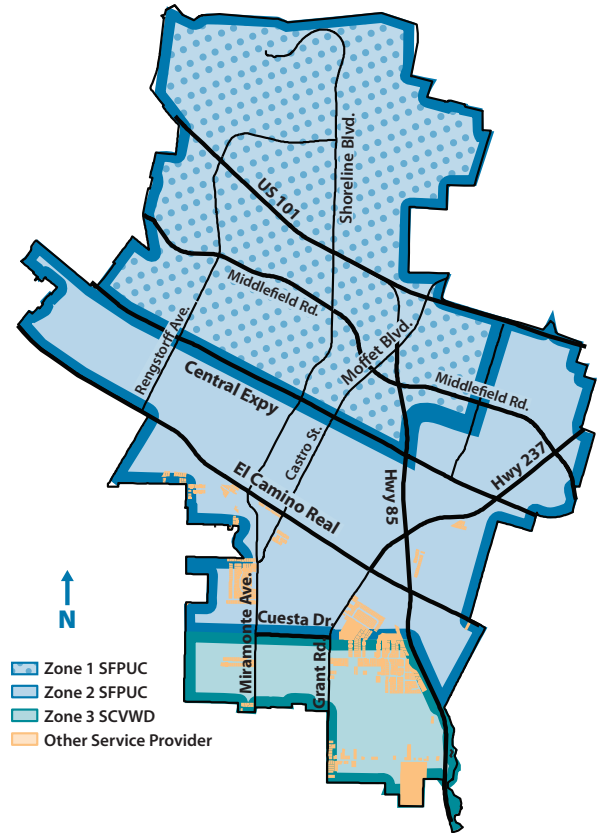
The City purchases approximately 86 percent of its potable water from the San Francisco Public Utilities Commission's (SFPUC) Hetch Hetchy System. Most of the SFPUC's water originates from Sierra Nevada snowmelt that flows into the Tuolumne River and is stored in the Hetch Hetchy Reservoir in Yosemite National Park. Other sources of SFPUC water include surface water collected in watersheds in Alameda, San Mateo and Santa Clara Counties.

Santa Clara Valley Water District (SCVWD)

Approximately 10 percent of the City's potable water supply is purchased from the Santa Clara Valley Water District (SCVWD). About half of this water is imported from the Sacramento-San Joaquin Delta. The SCVWD's other water sources include groundwater and surface water collected and stored in local watersheds.

City Wells

Four percent (4%) of the potable water supply comes from groundwater wells owned and operated by the City. This water is pumped from a deep aquifer and blended with treated water for distribution to City water customers.



Protecting Water Resources

Drinking Water Source Assessment Program

Drinking Water Source Assessment Programs evaluate the vulnerability of water sources to potential contamination. Drinking water source assessments have been conducted for all three of the City of Mountain View's potable water supplies—the SFPUC, the SCVWD and City wells. The assessments are available for review at the California Department of Public Health (CDPH) Drinking Water Field Operations Branch, 850 Marina Bay Parkway, Building P, Second Floor, Richmond, California, 94804, (510) 620-3474.

SFPUC

The SFPUC's annual Hetch Hetchy Watershed survey evaluates sanitary conditions, water quality, potential contamination sources and the results of watershed management activities by the SFPUC and its partner agencies, including the National Park Service and U.S. Forest Service, to reduce or eliminate contamination sources. The SFPUC also conducts sanitary surveys

of the local Alameda and Peninsula watersheds, as well as approved standby water sources, every five years. The latest five-year survey was completed in 2011 for the period of 2006-2010. The surveys identified wildlife, livestock, and human activities as potential contamination sources.

SCVWD

SCVWD surface water is imported mainly from the South Bay Aqueduct, Lake Del Valle and San Luis Reservoir, which all receive water from the Sacramento-San Joaquin Delta watershed. The SCVWD's local water sources include Lexington and Anderson reservoirs. The SCVWD's source waters are vulnerable to potential contamination from a variety of land use practices, such as agricultural and urban runoff, recreational activities, livestock grazing, and residential and industrial development. Water from imported sources is vulnerable to wastewater treatment plant discharges, seawater intrusion and wildland fires. Commercial stables and historic mining practices may also be

sources of contamination to local water sources. The District's water treatment plants provide multiple barriers for physical removal and disinfection of contaminants.

City Wells

Groundwater beneath the City of Mountain View is available in two aquifers separated by natural clay formations. To ensure the safety of its groundwater supply, Mountain View actively monitors water produced by the City wells. The most recent source assessments of Mountain View's drinking water wells found the City's groundwater is potentially vulnerable to contamination from auto repair shops and leaking underground storage tanks, but noted these potential impacts are likely to be confined to the upper aquifer. Because the City wells are drilled deep into the lower aquifer, the clay formations and geology help to protect the City's groundwater supply from contamination. To receive a copy of the well assessment summaries, contact the Public Services Division at (650) 903-6329.

System Reliability

Mountain View System Improvements

In 2011, the City continued its efforts to ensure a dependable water supply through the following projects:

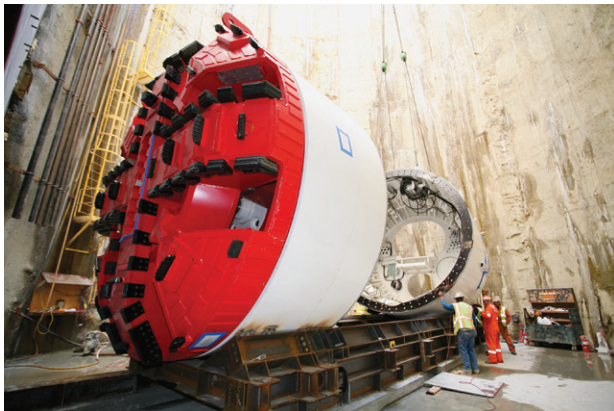
- Replaced water main and service lines on Craig Court, Thompson Court, Park Drive and Dana Street.
- Installed 579 water meters with automated reading capabilities, replacing manual-read meters.
- Designed structural roof improvements for the 6 million gallon Whisman Reservoir storage facility.
- Replaced shut-off gate valves essential to operations and maintenance.



City crews replace a gate valve

SCVWD Rinconada Treatment Plant Upgrades

The water Mountain View receives from the SCVWD is treated at the Rinconada Water Treatment Plant in Los Gatos. Rinconada has served Santa Clara County since 1968, ensuring clean drinking water for several communities, including Mountain View. The plant can treat and deliver up to 80 million gallons of water each day. In 2011, the SCVWD rehabilitated the plant's treatment equipment, upgraded two storage tanks and began work to improve the facility's primary electrical systems.



© San Francisco Public Utilities Commission

Assembling the Tunnel Boring Machine

SFPUC's Water System Improvement Plan

Built in the early to mid-1900s, many parts of the SFPUC system are nearing the end of their useful life, with critical portions crossing over or near three major earthquake faults. In 2002, the SFPUC launched a \$4.6 billion program to repair, replace, and upgrade deteriorating pipelines, tunnels, reservoirs, pump stations, dams, and other facilities. In 2011, the SFPUC completed construction of the Tesla Treatment Facility, California's largest ultraviolet water treatment facility. Also in 2011, the SFPUC began excavation for the Bay Tunnel Project. Replacing older pipelines that cross the San Francisco Bay, the Bay Tunnel will be 5 miles long, 15 feet in diameter, and go as deep as 100 feet under the Bay. The entire Water System Improvement Plan is scheduled for completion in 2015.

Maintaining Water Quality

Mountain View Best Practices

The City continually works to maintain the quality of its water through the following activities:

- **Backflow Testing.** Backflow prevention devices keep the water supply safe by ensuring that water used at commercial, industrial, and irrigation sites does not flow back into the City's distribution system. Mountain View tests and maintains over 2,500 backflow prevention devices each year.
- **Cross-Connection Prevention.** Cross-connections are inappropriate plumbing connections which create the potential to mix potable and non-potable water. The City regularly performs cross-connection surveys to ensure plumbing connections occur at appropriate locations on domestic systems.
- **Flushing.** City water crews regularly flush portions of Mountain View's water distribution system to remove sediment from the water mains. Mountain View monitors the water discharged during flushing for compliance with state environmental requirements. The water used in flushing activities represents less than one-tenth of 1 percent of all water used within Mountain View each year.



Operator tests a backflow prevention device

How Do Drinking Water Sources Become Polluted?

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs and wells. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or human activity.

Contaminants that may be present in source water include:

Microbial contaminants, such as viruses and bacteria, that may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.

Inorganic contaminants, such as salts and metals, that can be naturally occurring or from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining or farming.

Pesticides and herbicides that may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.

Organic chemical contaminants, including synthetic and volatile organic chemicals, that are byproducts of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, agricultural application and septic systems.

Radioactive contaminants that can be naturally-occurring or be the result of oil and gas production and mining activities.

In order to ensure tap water is safe to drink, the U.S. EPA and the CDPH prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. CDPH regulations also establish limits for contaminants in bottled water that provide the same protection for public health.

More information about contaminants and potential health effects can be obtained by calling the U.S. EPA's Safe Drinking Water Hotline at (800) 426-4791.

Protecting Your Health

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the U.S. Environmental Protection Agency's (EPA) Safe Drinking Water Hotline at (800) 426-4791.

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons undergoing chemotherapy, people

who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These individuals should seek advice about drinking water from their health-care providers. U.S. EPA/Centers for Disease Control (CDC) guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the Safe Drinking Water Hotline at (800) 426-4791.

Water Quality Monitoring & Disinfection

Nitrate: Nitrate in drinking water at levels above 45 mg/L is a health risk for infants less than six months of age. Such nitrate levels in drinking water can interfere with the capacity of an infant's blood to carry oxygen, resulting in a serious illness; symptoms include shortness of breath and blueness of the skin. Nitrate levels above 45 mg/L may also affect the ability of the blood to carry oxygen in other individuals, such as pregnant women and those with certain specific enzyme deficiencies. If you are caring for an infant or you are pregnant, you should seek advice from your health-care provider.

Lead: If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with water service lines and home plumbing. The City of Mountain View is responsible for providing high-quality drinking water but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. Keep a pitcher or small watering can nearby to collect this flush water and reuse it to water plants in your house or garden.

If you are concerned about lead in your water, you may wish to have your water tested independently. Testing can be done using an over-the-counter lead testing kit commonly available at local hardware stores. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at: <http://www.epa.gov/safewater/lead>.

Cryptosporidium and Giardia: *Cryptosporidium* and *Giardia* are parasitic microbes found in most surface water supplies. If ingested, these parasites may produce symptoms of nausea, stomach cramps, and associated headaches. The SFPUC and SCVWD test for *Cryptosporidium* and *Giardia* regularly in their source water and treated water supplies. In 2011, the SFPUC occasionally found very low levels of *Giardia* in their source water. The *Giardia* was removed through the disinfection process prior to distributing the water to customers.

Chloramine Disinfectant: Drinking water provided to the City of Mountain View by the SFPUC and the SCVWD is disinfected using chloramine. Although people and animals can safely drink chloraminated water, chloramine must be removed or neutralized for some special users, including some business and industrial customers, kidney dialysis patients, and customers with fish and amphibian pets. More information on chloramine is available at: http://water.epa.gov/lawsregs/rulesregs/sdwa/mdbp/chloramines_index.cfm.

Water Quality Data

Water quality staff from the SFPUC, SCVWD and the City of Mountain View regularly collect and test water samples from reservoirs, wells, and designated sampling points to ensure the water supplied to Mountain View customers meets State and Federal drinking water standards. This table provides an analysis of the results of water samples collected in 2011. The table contains the name of each substance found in the water sample, the highest level allowed by regulation, the amount detected, the usual sources of such contamination, and a key to the units of measurement. Sample results that are below detection limits are not listed. Please note that the presence of a substance does not necessarily indicate the drinking water poses a health risk. For additional details about this table, refer to the important definitions below and table key on Page 6.

Important Definitions

Maximum Contaminant Level Goal (MCLG): The level of a contaminant in drinking water below which there is no known or expected health risk. MCLGs are set by the U.S. Environmental Protection Agency.

Public Health Goal (PHG): The level of a contaminant in drinking water below which there is no known or expected health risk. PHGs are set by the California Environmental Protection Agency.

Maximum Contaminant Level (MCL): The highest level of a contaminant that is allowed in drinking water. Primary MCLs are set as close to the PHGs (or MCLGs) as is economically and technologically feasible. Secondary MCLs are set to protect the odor, taste, and appearance of drinking water.

Maximum Residual Disinfectant Level (MRDL): The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.

Maximum Residual Disinfectant Level Goal (MRDLG): The level of a drinking water disinfectant below which there is no known or expected health risk. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.

Primary Drinking Water Standard (PDWS): MCLs and MRDLs for contaminants that affect health along with their monitoring and reporting requirements, and water treatment requirements.

Treatment Technique (TT): A required process intended to reduce the level of a contaminant in drinking water.

Detection Limit for Purposes of Reporting (DLR): The designated minimum level at or above which a contaminant in drinking water must be reported to CDPH.

CITY OF MOUNTAIN VIEW SOURCE WATER QUALITY DATA FOR YEAR 2011 (1)				
Detected Contaminants	Measurements			
Primary Health Related Constituents	Units	DLR	MCL	PHG (or MCLG)
Turbidity (3)				
Unfiltered Hetch Hetchy Water	NTU	—	TT	NS
Filtered Water (turbidity)	NTU	—	TT (6)	NS
Filtered Water (percentage of time)	—	—	TT (6)	NS
Microbiological				
Giardia lamblia	Cyst/L	—	TT	(0)
Organic Chemicals				
Total Trihalomethanes (TTHMs)	ppb	0.5	80	NS
Total Haloacetic Acids (HAA5s)	ppb	1	60	NS
Total Organic Carbon	ppm	0.3	TT	NS
Inorganic Chemicals				
Aluminum	ppb	50	1000	600
Fluoride (9)	ppm	0.1	2	1
Nitrate (as NO3)	ppm	2	45	45
Radionuclides				
Radium -226	pCi/L	1	NS	0.05
Constituents with Secondary Standards				
	Unit	DLR	SMCL	PHG
Chloride	ppm	NS	500	NS
Color	Unit	NS	15	NS
Odor	TON	1	3	NS
Specific Conductance	µS/cm	NS	1600	NS
Sulfate	ppm	0.5	500	NS
Total Dissolved Solids	ppm	NS	1000	NS
Turbidity	NTU	NS	5	NS
Other Water Constituents Analyzed				
	Units	DLR	MCL	PHG (or MCLG)
Alkalinity (as CaCO3)	ppm	NS	NS	NS
Barium	ppb	100	1000	2000
Boron	ppb	100	NS	NS
Calcium (as Ca)	ppm	NS	NS	NS
Chlorate	ppb	20	NS	NS
Hardness (as CaCO3)	ppm	NS	NS	NS
Magnesium	ppm	NS	NS	NS
pH	—	NS	NS	NS
Phosphate	ppm	NS	NS	NS
Potassium	ppm	NS	NS	NS
Silica	ppm	NS	NS	NS
Sodium	ppm	NS	NS	NS

MOUNTAIN VIEW SYSTEM CONSTITUENTS	Units	DLR	MCL (or AL)	PHG
Turbidity	NTU	—	5	NS
Organic Chemicals				
Total Trihalomethanes (TTHMs)	ppb	0.5	80	NS
Total Haloacetic Acids (HAA5s)	ppb	1	60	NS
Other Water Constituents Analyzed				
Fluoride (9)	ppm	0.1	2	1
Total Chlorine	ppm	—	MRDL=4	MRDLG=4
Free Ammonia	ppm	NS	NS	NS

Water Source					
SFPUC Range	SFPUC Avg. or [Max]	SCVWD Range	SCVWD Avg. or [Max]	CMV Wells Range (2)	Typical Source in Drinking Water
0.2 — 0.7 (4)	[2.1] (5)	—	—	—	Soil run-off
—	[0.36]	—	[0.25]	—	Soil run-off
99.9% — 100%	—	100%	—	—	Soil run-off
ND — 0.07	[0.07]	—	—	—	Naturally present in the environment
10 — 84	[45] (7)	20 — 58	39.4	—	Byproduct of drinking water disinfection
4 — 59	[33] (7)	7 — 52	20.9	—	Byproduct of drinking water disinfection
2.6 — 2.9	2.7 (8)	1.65 — 2.80	2.08	—	Various natural and man-made sources
ND — 53	<50	ND — 68	ND	<50 — 78	Erosion of natural deposits
ND — 0.8	0.3	ND — 0.1	ND	<0.1 — 0.16	Erosion of natural deposits
—	—	ND — 2	ND	14 — 37	Erosion of natural deposits
ND — 1.2	<1	—	—	—	Erosion of natural deposits
3 — 20	11	14 — 54	38	31 — 58	Run-off/leaching from natural deposits
<5 — 9	<5	<2.5	<2.5	<5	Naturally occurring organic materials
—	—	1	1	<1	Naturally occurring organic materials
39 — 289	181	346 — 404	372	590 — 790	Substances that form ions when in water
1.3 — 36	18	41.8 — 59.1	49.5	29 — 39	Run-off/leaching from natural deposits
83 — 194	132	180 — 228	210	330 — 450	Run-off/leaching from natural deposits
0.06 — 0.35	0.16	0.07 — 0.08	0.07	<0.1 — 0.78	Soil run-off
SFPUC Range	SFPUC Average	SCVWD Range	SCVWD Average	CMV Wells Range (2)	
10 — 84	49	48 — 105	72	200 — 260	Naturally occurring
—	—	—	—	110 — 140	Naturally occurring
—	—	ND — 132	ND	—	Naturally occurring
3 — 24	13	16 — 27	19	55 — 96	Naturally occurring
36 — 488 (10)	89 (10)	69 — 260	142	—	Naturally occurring
10 — 98	57	69 — 117	88	209 — 393	Naturally occurring
<0.04 — 8.2	4.9	8 — 12	10	17 — 37	Naturally occurring
6.7 — 9.7	8.6	7.7 — 7.8	7.7	2.7 — 7.9	Naturally occurring
—	—	0.98 — 1.11	1.05	—	Naturally occurring
—	—	1.7 — 2.5	2.1	—	Naturally occurring
—	—	10 — 12	11	—	Naturally occurring
3 — 20	13.5	29 — 45	39	30 — 37	Naturally occurring

Range	Typical Source in Drinking Water
0.0 — 0.5	Soil run-off
35.1 — 72.5	Byproduct of drinking water disinfection
ND — 48.4	Byproduct of drinking water disinfection
0.8 — 1.4	Naturally occurring and added for treatment
1.0 — 3.1	Water disinfectant added for treatment
ND — 0.2	Water disinfectant added for treatment

KEY

- Non Applicable< Less ThanND Non-DetectNS No StandardNTU Nephelometric Turbidity UnitCsy/L Cysts per LiterpCi/L picocuries per Literppm parts per millionppb parts per billionµS/cm microSiemens/centimeterTON Threshold Odor NumberDLR Detection Limit for purposes of ReportingSMCL Secondary Maximum Contaminant LevelCDPH California Department of Public HealthCMV City of Mountain ViewSFPUC San Francisco Public Utilities CommissionSCVWD Santa Clara Valley Water District

Footnotes

- (1) All results met State and Federal drinking water health standards.
- (2) CMV well data reflect results from three sampling dates. The most recent sampling for most CMV wells was in 2011. Two wells on different State-mandated monitoring schedules were sampled in 2008 and 2010, respectively.
- (3) Turbidity is a water clarity indicator and also indicates the effectiveness of water treatment plants.
- (4) Turbidity is measured every four hours. Values shown are monthly average turbidity values.
- (5) This is the highest turbidity of the unfiltered water served to customers in 2011. This turbidity spike was the result of a change in flow and was not observed in Mountain View.
- (6) There is no turbidity MCL for filtered water. The limits are based on the TT requirements in the State drinking water regulations, which require filtered water turbidity to be equal to or less than 0.3 NTU a minimum of 95 percent of the time.
- (7) The reported data for TTHMs and HAA5s list the ranges and the highest quarterly running annual average values. The MCLs only apply to the running annual averages.
- (8) Total organic carbon is a precursor for disinfection byproduct formation. The TT requirement applies to the filtered water from the Sunol Valley Water Treatment Plant (SVWTP) only.
- (9) Fluoride occurs naturally in source waters from the SFPUC, SCVWD, and City wells. The City of Mountain View and SFPUC added fluoride in 2011 to meet CDPH required levels.
- (10) The detected chlorate in treated water is a degradation byproduct of sodium hypochlorite, the primary disinfectant used by SFPUC for water disinfection.

Tap Facts: Mountain View Water...

- Met all State and Federal drinking water standards in 2011.
- May sometimes have a cloudy or milky appearance from air bubbles entrained in the water during a temporary change in water supply. The air bubbles will dissipate if the water is allowed to stand for a few minutes.
- Contains fluoride at a concentration of approximately one part per million, which is within the range prescribed by the California Department of Public Health for preventing tooth decay.
- Is characterized as soft to moderately hard, generally making water softeners unnecessary. In 2011, water supplied from the SFPUC ranged in hardness from 10 mg/L to 98 mg/L of calcium carbonate (CaCO_3), and water from the SCVWD ranged between 69 mg/L and 117mg/L of CaCO_3 . Water with a measure greater than 120mg/L of CaCO_3 is considered hard.
- May become yellow or brown from aging household plumbing. Letting the water run for 5 to 10 minutes should clear the discoloration.
- Is continually monitored. For concerns about the quality of tap water, contact the City's Water Quality Technician at (650) 903-6241.



Perks of Great Water

Tap Water — The Clear Choice

The City of Mountain View provides excellent-quality water that is strictly monitored and affordable. Tap water is a bargain; a gallon of water costs less than 1 cent! Mountain View staff annually conducts over 2,000 water quality tests in addition to the

testing performed by the SFPUC and the SCVWD (the City's potable water suppliers), and the City's water quality meets all State and Federal regulations.

The production and consumption of bottled water creates significant environmental impacts,

including energy used to produce and transport plastic bottles that often end up in the waste stream. As part of the City's ongoing commitment to environmental sustainability, Mountain View prohibits the use of City funds for purchasing bottled water and instead encourages the use of our healthy and safe tap water.

More than Meets the Eye

Tap water is more than just a healthy, refreshing drink. Mountain View's water distribution network conveys the water which not only supplies our taps at home, but is also used to fight fires, support our economy, and sustain the high quality of life we enjoy in Mountain View. We are all stewards of the City's water infrastructure, and our water bills pay to keep the community's water safe and reliable.



Snowmelt feeds the Tuolumne River

Managing Our Water Wisely

Urban Water Management Planning

The California Water Code requires urban water suppliers, including Mountain View, to prepare an Urban Water Management Plan (UWMP) to assess water supplies and demands 20 years into the future. Plan requirements include discussions of current and planned water sources, future demands, water supply reliability, and water shortage contingency plans. The UWMP must be updated every five years, and Mountain View completed the most recent update in 2011. The City worked collaboratively with the SFPUC and the SCVWD to assess supplies and demands during normal precipitation years and reviewed shortage contingency plans for dry periods. Mountain View has adequate supply for periods of normal precipitation, and with conservation measures in place, will also have adequate supply during dry periods. The Plan can be found on the City website at www.mountainview.gov/uwmp.

Weather, Climate, and Supply Variability

Most of Mountain View's water supply originates as snow in the Sierra Nevada Mountains. The volume of California's winter snowfall generally determines the amount of water available during the rest of the year. Wet winters with higher-than-average precipitation help fill reservoirs, increase stream flows, and replenish groundwater supplies. Dry winters mean water users must rely more on finite supplies stored in reservoirs and groundwater aquifers. With careful water supply management, the last dry winter will not result in a water shortage. Continued resource stewardship, conservation, and planning will help to ensure adequate supplies in the face of altered precipitation patterns expected from climate change.

Long-Term Water Conservation

In California, conserving water is an important part of everyday life, and the City of Mountain View encourages its customers to use water wisely. To help customers save water and to reach the State's goal of reducing per-capita water use by 20 percent by 2020, the City offers a variety of water conservation programs. Information about residential and business programs and services can be found on the City of Mountain View website at: www.conservewater.mountainview.gov or by calling the City's Water Conservation Hotline at (650) 903-6216.



City of Mountain View
Public Services Division
231 North Whisman Road
Mountain View, CA 94043

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To Contact Us

City of Mountain View
Public Services Division
231 North Whisman Road
Mountain View, CA 94043
(650) 903-6329

Business Hours:
Monday - Friday
8:00 a.m. - 4:00 p.m.

Ask Mountain View Online
www.mountainview.gov

Public Participation

The Mountain View City Council meets regularly on the second and fourth Tuesday of each month at 6:30 p.m. in the Council Chambers at City Hall, 500 Castro Street, Second Floor. Members of the public are encouraged to attend. Contact the City Clerk's Office at (650) 903-6304 for more information.

For more information about this Consumer Confidence Report or your water service, please contact:

Kerry Holeman
Water Quality Technician
(650) 903-6241
waterquality@mountainview.gov

Alison Turner
Utilities Services Manager
(650) 903-6329

Water Quality and System Operations (24 hours)
(650) 903-6329

Utility Account Status/Billing

Monday – Friday
8:00 a.m. – 5:00 p.m.
(650) 903-6317

Water Conservation Hotline

(650) 903-6216
www.conservewater.mountainview.gov

Suspicious Activities or Persons

911

More information regarding drinking water, treatment, quality, and regulations is available at:

Santa Clara Valley Water District

(408) 265-2607
www.valleywater.org

San Francisco Public Utilities Commission

(415) 554-3289
www.sfwater.org

California Department of Public Health Drinking Water Branch

(510) 620-3474
www.cdph.ca.gov/programs/pages/ddwem.aspx

U.S. Environmental Protection Agency (EPA) Safe Drinking Water Hotline

(800) 426-4791
www.epa.gov/safewater

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